

ORIGINAL

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



RECEIVED

ARIZONA CORPORATION COMMISSION
2013 APR 10 A 9:18



0000144257

Executive Director

April 9, 2013

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: Global Water-Santa Cruz Water and Global Water-Palo Verde Utilities Company -
Customer Comments

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached 4 customer comments OPPOSING the above filed rate
case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

APR 10 2013

DOCKETED BY	MR
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W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 110038

Date: 4/9/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Timothy

Newman

Account Name: Timothy Newman

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85139

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315
OPPOSE

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER-NO INCREASE! They already make a healthy return of their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 4/9/2013

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2013 - 110038

W-01212A-12-0309
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W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 110042

Date: 4/9/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Joycelyn

Newman

Account Name: Joycelyn Newman

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85139

is: E-Mail

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315
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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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End of Comments

Date Completed: 4/9/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 110042

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W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 110044

Date: 4/9/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Farrel

Rempel

Account Name: Farrel Rempel

Home: ()

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:** 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315
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W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 110045

Date: 4/9/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Richard

George

Account Name: Richard George

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315
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